

Position Description

Manager, ServiceNow & SAP

Position No:	Insert existing number if unchanged / NEW
Business Unit:	Chief Operating Officer (COO)
Division:	Information Services (IS)
Department:	Enterprise Services
Classification Level:	HEO9
Employment Type:	Full-Time, Continuing
Campus Location:	Bundoora, Victoria
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

The **Manager, ServiceNow & SAP** plays a key leadership role in overseeing the strategic direction, management, and continuous improvement of the university's ServiceNow and SAP platforms. Reporting to the Associate Director of Enterprise Applications, this role is responsible for ensuring that both platforms meet the operational and strategic needs of the university. The incumbent will manage a cross-functional team of ServiceNow and SAP experts, drive integration and system alignment, and collaborate with university stakeholders and IS delivery teams to enhance digital services and operational efficiency.

The role involves leading initiatives that improve the performance and capabilities of the ServiceNow and SAP platforms while ensuring alignment with the university's long-term objectives. The Manager will be responsible for leading both platforms' functional areas, supporting process automation, service management, and ERP (Enterprise Resource Planning) functionalities.

Duties at this level will include:

Strategic Leadership and Planning:

- Shape the strategic roadmap for the SAP and ServiceNow platforms, ensuring alignment with the university's broader business and IT strategies.
- Provide leadership and strategic guidance in platform governance, enhancing both ServiceNow's IT service management capabilities and SAP's ERP functionalities.
- Collaborate with the IS delivery and enablement teams to ensure that system upgrades, enhancements, and integrations meet university objectives.

Service Delivery and Continuous Improvement:

- Oversee the functional management of both platforms, ensuring they support the day-to-day needs of the university's administration and service functions.
- Lead initiatives to automate processes, enhance service management, and improve enterprise application functionalities across the university.
- Drive a culture of continuous improvement, implementing best practices and innovations within both ServiceNow and SAP platforms.

Stakeholder Engagement and Representation:

- Act as the key liaison between the university stakeholders and IS teams to ensure that system functionality aligns with the university's operational needs.
- Work closely with senior management, academic departments, and administrative units to ensure the successful adoption and optimization of SAP and ServiceNow solutions.
- Represent the university in sector groups and external committees to maintain leadership in digital service delivery.

Resource Management and Team Leadership:

- Manage a team of functional analysts and system experts, providing leadership in technical problem-solving and service delivery.
- Ensure that team performance aligns with university goals, facilitating professional development and fostering a collaborative and innovative work environment.
- Allocate resources effectively to meet project timelines and operational demands, balancing competing priorities between both platforms.

Essential Criteria

Skills and knowledge required for the position

- Extensive experience managing ERP and IT service management platforms, specifically SAP and ServiceNow.
- Strong understanding of enterprise applications, integration, and architecture.
- Proficiency in resource allocation, performance evaluation, and project management.
- Excellent strategic planning and policy development skills.
- Strong analytical and problem-solving abilities, with a focus on continuous improvement.
- Effective communication and stakeholder engagement skills, with the ability to influence and negotiate at a senior level.
- A degree, extensive management expertise and supporting experience, or postgraduate qualifications and extensive relevant experience, or an equivalent alternate combination of relevant knowledge, training and/or experience.

Capabilities required to be successful in the position

- Ability to shape strategic direction and provide high-level advice to senior management.
- Strong leadership and people management skills, with a focus on developing team capability.
- Excellent resource management and performance evaluation skills, ensuring efficient and effective service delivery.
- Strong stakeholder engagement and representation skills, fostering positive relationships and ensuring alignment with university objectives.
- Commitment to continuous improvement and high-quality service delivery, with a focus on innovation and excellence.

Essential Compliance Requirements

To hold this La Trobe University, position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

**WE ARE
CONNECTED**



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

**WE ARE
INNOVATIVE**



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

**WE ARE
ACCOUNTABLE**



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

**WE
CARE**



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials: Date: